

Position Description

Title	Barista & Catering Assistant	Date Prepared	25 May 2026
Reports to	Café/Venue Manager	Approved by	HR

Main Purpose of Role

The Barista is responsible for preparing and serving high-quality coffee and beverages while providing excellent customer service in a fast-paced hospitality environment. The role requires strong attention to detail, the ability to work efficiently under pressure, and a commitment to maintaining cleanliness, food safety, and workplace standards at all times.

The Barista plays an important role in creating a positive customer experience by ensuring drinks are prepared consistently, customers are served promptly and professionally, and the café environment remains clean and welcoming.

Key Responsibilities

Coffee Preparation & Beverage Service

- Prepare and serve espresso-based coffee, teas, cold beverages, and other menu items in accordance with company standards
- Operate and maintain coffee machines, grinders, and related equipment
- Monitor coffee quality, grind settings, milk texture, and presentation to ensure consistency
- Restock cups, milk, syrups, coffee beans, and other beverage supplies as required
- Notify management of equipment faults, maintenance issues, or stock shortages

Customer Service

- Greet customers in a friendly and professional manner
- Take accurate customer orders and process transactions using the POS system
- Answer customer questions regarding menu items and product availability
- Resolve customer concerns professionally or escalate issues to management when required
- Maintain a positive and welcoming atmosphere for customers and team members

Cleaning & Workplace Standards

- Maintain cleanliness of the coffee station, service areas, dining areas, and equipment
- Follow daily cleaning schedules and closing procedures
- Ensure compliance with food safety, hygiene, and workplace health and safety requirements
- Wash dishes, utensils, and equipment as required
- Dispose of waste and recycling appropriately

Teamwork & Operations

- Work cooperatively with kitchen and front-of-house staff to ensure smooth service operations
- Assist with opening and closing procedures
- Support other team members during busy service periods
- Follow workplace policies, procedures, and management instructions
- Attend staff meetings or training sessions as required

Workplace Expectations

Employees are expected to:

- Arrive on time and ready for scheduled shifts
- Maintain professional behaviour and presentation standards
- Follow all workplace health, safety, and hygiene procedures
- Treat customers and colleagues respectfully
- Contribute positively to team culture and customer experience

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____